



# COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County  
Board of Supervisors

Gloria Molina  
Yvonne Burke  
Zev Yaroslavsky  
Don Knabe  
Michael D. Antonovich, Mayor

2006

## PUBLIC MEMBERS

### **First District**

Vacant  
Vacant

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Paula G. Leftwich  
John O. Murrell

### **Third District**

Lucy T. Eisenberg, Esq., Chair  
Janice Kaminer-Reznick, Esq.

### **Fourth District**

Jean F. Cohen  
Maria Tortorelli, Esq.

### **Fifth District**

Reginald Brass  
Susan Speir, Vice Chair

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### **Chief Information Office**

Jon W. Fullinwider

### **Department of**

**Children and Family Services**  
David B. Sanders

### **Department of**

**Public Social Services**  
Bryce Yokomizo

### **Child Support Services**

**Department**  
Philip Browning

### **Los Angeles Superior Court**

David Jetton

## EX OFFICIO MEMBERS

### **California Department of**

**Child Support Services**  
Mary Lawrence

### **Franchise Tax Board**

## CHILD SUPPORT ADVISORY BOARD MINUTES

January 27, 2005

### **Present**

1<sup>st</sup> District, Jane Preece, Esq.  
3<sup>rd</sup> District, Lucy T. Eisenberg, Esq.  
3<sup>rd</sup> District, Betty Nordwind, Esq.  
4<sup>th</sup> District, Maria Tortorelli  
5<sup>th</sup> District, Reginald Brass  
5<sup>th</sup> District, Susan Speir

Child Support Services Department,  
Steven Golightly, Chief Deputy Director  
Chief Information Office,  
Janette Parker for Jon Fullinwider  
Department of Public Social Services,  
Rosie Ruiz for Margaret Quinn  
Superior Court, David Jetton

### **Guests**

Lori Cruz, Deputy Director, CSSD  
Wayne Doss, CSSD

**Lisa Garrett, CSSD**

### **Staff**

Lee Millen, Board of Supervisors

### **CALL TO ORDER**

*Chair Eisenberg* called the meeting to order at 9:40 a.m., at the CSSD  
Commerce Headquarters meeting room.

### **APPROVE MINUTES OF DECEMBER 16, 2004**

On motion of Member Jetton, seconded by Member Preece and unanimously

### Absent

1<sup>st</sup> District, George Gliaudys, Jr., Esq.  
2<sup>nd</sup> District, John Murrell  
2<sup>nd</sup> District, Paula Leftwich  
4<sup>th</sup> District, Jean Cohen

Children and Family Services,  
Patti Griffin  
Department of Child Support Services  
Annette Siler  
Franchise Tax Board, Debbie Strong

Wendy Vaughn, SFVNLS

**Lawrence Hill, SEIU Local 660**

**James Maher, CSSD**

Carol Mentell, CSSD

carried, the minutes of December 16, 2004, were approved.

### **BOARD CHAIR'S REPORT**

There was none.

### **DIRECTOR'S REPORT**

Steven Golightly, Chief Deputy, CSSD, reported the following:

- The Current Support Performance Measure for the Quarter ending September and December 2004 was 43.77%, an increase over November 2004, (39.9%) and October 2004 (40.9%). In this Fiscal Year at the end of the First Quarter, the Department is cumulatively at 41.43%. Over the next nine months staff will continue to work on methods to increase support as the Department moves towards the established goal of 45% by the County, and 47% by the State respectively;

In response to Member Nordwind, Mr. Golightly noted that the County's established goal of 45% is set by Director Browning in consultation with the Board of Supervisors (BOS) and the CAO.

Chair Eisenberg suggested that a DCSS representative attend a future meeting to address the many concerns Member Nordwind has with the complexity of some of the statistics in the State Performance Measures. Chair Eisenberg and Member Nordwind will meet to identify questions to be asked.

- The estimated salary savings for this Fiscal Year is exceeding projections due to more staff leaving the Department than anticipated. During exit interviews it was determined that the main reason for leaving is job security, including budget constraints each year and whether the Department will continue to exist. Currently CSSD is in the process of hiring 30 new staff, 20 clerical, and 10 CSO's;
- This month the BOS signed a formal letter to Speaker of the Assembly Nunez outlining the priorities in Los Angeles County that merit State review; one of the four items is to increase funding for the Child Support program in Los Angeles County. The BOS has gone on record that the allocation methodology currently in use in providing funding for this County is not equitable as compared to other Counties in the State;
- With the approval of Greta Wallace, Director, DCSS, the Minority Report developed by the Allocation Workgroup was sent to the Legislature;

- The Interstate Taskforce currently consists of ten CSO's assigned to review clean-up lists for cases assigned to the Interstate Unit. Over the next 3 to 4 months the Taskforce will review and focus exclusively on lists generated by the Unit, looking at a variety of resources to improve current support;
- The Employer Taskforce is a six-month project consisting of two CSO's that telephone large employers, identify a contact person in the company and build a rapport, and confirm that CSSD's records of NCP's are employees of that Company. This can enhance compliance to withhold orders and expedite change of employment information on a regular basis;
- CSSD has moved 23 staff members to QAPI to work with Gail Juiliano's staff until the end of June 2005; participants are primarily Call Center staff;

In response to Chair Eisenberg, Mr. Golightly noted that staff from other Divisions assigned to work on the Project can work from their current locations.

Member Tortorelli reported that child/family support judgments can be ordered on-line at [www.lasuperiorcourt.org](http://www.lasuperiorcourt.org), for a fee of \$.57 cents per page and are mailed within 15 days of receipt.

- In recent years and months, and after concerns arose regarding a number of cases, DCSS became aware of the lack of effective communication and coordination with DCFS. Director Browning has scheduled meetings with Dr. Sanders, Director, DCFS, and key staff on how to improve coordination between the two Departments;

Member Tortorelli reported that social workers have the legal authority to help in the reunification of families; this process is ongoing. Chair Eisenberg will invite a DCFS representative to address these concerns in March.

- An automation project is in place with the Registrar Recorder's Office to place CSSD liens; previously, a notarized statement was needed. Liens are now placed through an automated interface eliminating the need for actual hard copy paper transfer;
- The QAPI plan for 04/05 has been completed. Ms. Juiliano will answer any questions Members may have at next month's meeting;
- CSSD has closely monitored AB 252, Paternity Disestablishment, and to date 42 cases have been filed.

Ms. Cruz reported that AB 17 allows for collection of arrears from NCP's by the Franchise Tax Board, regardless if otherwise current. On one CSSD case, the Franchise Tax Board collected \$80,000 from a NCP.

- Wendy Vaughn, SFV Neighborhood Legal Services, is working with CSSD staff on Domestic Violence training and pertinent issues;
- Direct Deposit is now available to any customers that receive payments; and
- CSSD staff met with Luther Evans, DPSS, Welfare Fraud Division, and his staff to collaborate Divisional operation as it relates to the forwarding of formal welfare fraud referrals. Also, a centralized unit under the purview of Lori Cruz, Deputy, Director, CSSD, will monitor fraud referrals.

Chair Eisenberg will invite Mr. Evans to report back in June 2005.

**DCSS Report to include: Update on Governor's Budget and Budget Allocations; Status of CSAS and Central Disbursement**

Mr. Golightly reported that local funding in the Governor's Budget has remained unchanged for three consecutive years; for large operations this affects salary and benefit increases. Also, the State budget recommended the elimination of several Boards and Commissions. Further, COAP/I-COAP was addressed and their inability to produce revenue that had been promised to the Legislature. Following discussion of the COAP/I-COAP program, Chair Eisenberg agreed to ask Annette Siler, DCSS, to report on both programs. Mr. Golightly noted that from past surveys the highest success rate in arrears are from family/gifts, which were not considered in the report.

In response to Chair Eisenberg, Mr. Golightly reported that the California Child Support Automated System (CSAS) is due to be fully functional by 2008. The State anticipates that by Federal Fiscal Year 2007, penalties will cease. However, the Federal Government will not release the State from penalties until CSAS, including state-wide payments, are fully functional for all 58 Counties. Also, implementation of the State Disbursement Unit will begin late this calendar year, with full implementation by Spring 2006.

**Other**

Following discussion and a staff report regarding the lack of meeting rooms available in the Hall of Administration, CSAB members agreed to hold meetings at CSSD's Headquarters every other month.

**PUBLIC COMMENT**

There was none.

**DOMESTIC VIOLENCE – Procedures to Ensure Confidentiality in DV Cases**

Lori Cruz, Deputy Director, CSSD, briefly outlined the procedures in place to ensure confidentiality in DV cases. When a CP comes into the office, the CP

has the option to indicate if Domestic Violence has occurred; DPSS and CSSD staff are obligated to act on the DV case with confidentiality and under specific parameters. DPSS has to report to CSSD that there is good cause not to proceed with a welfare case.

After investigation whether there was good cause on the case presented by Wendy Vaughn at CSAB's December 2004 meeting, it was discovered that an approval letter granting good cause was not attached to the claim referred by DPSS, and that CSSD staff had opened the case. When the NCP's attorney contacted CSSD staff he was informed that the CP didn't necessarily live in Los Angeles County.

Mr. Golightly met with staff following the December CSAB meeting and discussed this concern and reviewed the appropriate process that should have been followed. CSO's were reminded that if a check on claims suspecting good cause exists, it should be rejected. Further, Ms. Vaughn has been asked to work with CSSD on Federal directives and DV staff training.

#### **DISCUSS/APPROVE SEMI-ANNUAL REPORT**

Chair Eisenberg briefly reported on the Semi Annual Report. Following discussion, the following changes were approved: Page 4; Second Paragraph, 3<sup>rd</sup> line from bottom, change *worker* to staff; Page 12, Second Paragraph, lines 10 through 13 will be eliminated; Page 10, delete Section D; and handout replaces Section B, Interstate Revision.

Member Nordwind suggested additional recommendations, however, Chair Eisenberg advised that untimely recommendations could not be accepted.

On motion of Member Speir, seconded by Member Brass and unanimously carried, the Semi Annual Report was approved with the enumerated changes.

#### **PROBLEM ID PROCESS**

Mr. Golightly reported that at the recommendation of Chair Eisenberg and Vice Chair Speir, CSSD created the Problem ID process. Problem ID is a one page form that staff can use to identify a problem as it relates to case management.

A workgroup of 12 Senior Managers review the problems, and met every two weeks initially but now meet monthly. There are 183 Problem ID's that have been submitted to date of which 60% are systemic and 40% are individual concerns. The majority of submittals have come from QAPI and the Call Center, and 10% from SPUNK.

Mr. Golightly briefly reported the Workgroup's process to review Problem ID forms. Each member is assigned forms to review and is responsible for solutions to correct the problems; a log for the purpose of tracking and progression is maintained. As of January 2005, the sender is notified when

the ID form is received, after it's discussed by the workgroup, and he is alerted as to its status; the issue is not removed from the log until it's resolved. The process has been extremely helpful to management and resulted in the creation of the Audit Work Group; Training Updates/Reminders; Policy Reminder; ARS Fixes Identified; and other fixes to be completed by QAPI.

Vice Chair Speir reported that her experience with the problem I.D. forms was that it took CSSD an inordinate amount of time to respond on them and that often times the response was not appropriate to the problem that had been submitted.

**BPR – Director's decision on recommendations contained in the final report, including plan for implementing the "Campaign" procedures, and any changes to department organization**

Mr. Golightly reported that the final recommendations are to be given to the Director and he will decide whether to accept and proceed with the recommendations; however, some recommendations had already been implemented. A follow-up report on this issue can be given at the February CSAB meeting.

Chair Eisenberg requested that next months Director's Report include a numbering of items and a separate report on approved recommendations.

**BILLING STATEMENTS PROJECT**

Mr. Golightly reported that CSSD initiated a Workgroup last summer to review the legibility of billing statements. The Workgroup met several times and made recommendations on the improvement of the billing statement. Dean DeGruccio, Division Chief, Call Center, implemented the recommendations.

Mr. DeGruccio reported that the three recommendations are: (1) Mail out an informational brochure at least once each year with all billings; the brochure will be placed in interview rooms and the Call Center, and copies will be provided at next month's CSAB meeting.

Member Nordwind suggested that the brochure should be written at a fifth grade level.

(2) Design a training program for staff (a trainer has been identified) and implement on February 2005; and (3) Implement short-term and long-term changes to the billing statement (the short-term changes have gone to Committee and were approved, and the long-term changes have been postponed).

(Members Nordwind and Brass were excused from the meeting)

### **REPORT ON BPR Adopted Cases**

Wayne Doss, CSSD, distributed a copy of the BPR Adopted Case Summary and explained the process (copy on file). Initially, the team ran intake cases to identify issues that the Department needed to resolve. While randomly selecting cases and following them through the system, the team discovered that the same type of problems that the CSAB has identified occurred from time-to-time. This process was not intended to be used as a customer evaluation tool, but rather for internal use to identify issues appropriate to follow and to assess problems.

The Case Summary Chart listed the most recent updates on the 25 cases adopted by the BPR Team. In a few cases the team intervened due to service issues, and in other instances the team monitored cases through the process.

In response to Member Tortorelli and Vice Chair Speir, Mr. Doss noted that if a case transferred to another Unit or to another County, no further review was initiated. Vice Chair Speir asked Mr. Doss if there was a more in-depth report indicating various issues identified, and he indicated that there wasn't.

### **ADJOURNMENT**

The meeting adjourned at 11:55 a.m.